Table 4-2: Circulator Maximum Passenger Wait Time

Tourist-only routes (Monuments Route)	every day 10 a.m. to 8 p.m.	5 minutes
	all other times	10 minutes
White House-Capitol	weekdays 8 a.m. to 7 p.m.	5 minutes
	weekends 10 a.m. to 7 p.m.	5 minutes
	All other times	10 minutes
All other routes	weekdays 8 a.m. to 7 p.m.	5 minutes
	All other times	10 minutes

is attractive to the target markets. Passengers will generally perceive up to a five minute wait to be inconsequential for a short distance trip such as those on the Circulator. Longer wait times could discourage ridership. The policies also reflect the common transit planning practice of focusing resources on providing a higher level of service during times when the most users will benefit, while still providing a lower but adequate level of service at other times.

When the demand for service would exceed the capacity of the vehicle, frequency can be increased to provide enough capacity. Ridership estimates (documented later in this plan) were used to determine the need for additional capacity during various hours of the day and days of the week. To accomplish this, the service day was divided into five periods, morning peak, mid-day, afternoon, evening peak, and evening. Similarly the year was broken into three seasons, winter (December through February), peak season (April through August), and the intermediate season (March, September, October, and November). Average daily ridership was then estimated for each season using seasonal factors from National Park Service and Smithsonian data. Park Service and Smithsonian data was also used to estimate ridership during the peak hour of each of the five daily time periods for weekdays, Saturdays, and Sundays. Weekday ridership during peak tourist season was further distinguished between the higher ridership weekdays (Wednesday through Friday) and the lower ridership weekdays. The resulting ridership estimates were then used to determine the average number of passengers that would be on board at the points where the maximum passenger loads occur.

The analysis concluded that, during both the winter and intermediate seasons, the policy headways could be operated on all routes with no overcrowding. These headways are shown in Table 4-3. Overcrowding was considered to occur when the number of passengers (both seated and standing) on board the vehicle at the most crowded location is expected to average more than what is considered to be the *design capacity* of a bus. For purposes of this analysis, the design capacity was considered to be 55 passengers, which represents approximately 40 seated passengers and 15 standeees.